

## Civil Service - Diversity Awareness Training

### Project aim:

To design and develop an engaging and interactive eLearning resource to help 'raise Diversity awareness, and in particular to promote diversity to Northern Ireland (NI) Civil Service staff as a desirable, relevant and practical concept'.

### Project background:

In April 2006, the NI Civil Service commissioned Aurion Learning to design an online learning resource for its 28,000 workforce. The project plays a key part in Northern Ireland's high profile programme of change and reform under the theme "Embracing Diversity".

### Services provided by Aurion:

Immersed in the needs of the organisation Aurion worked with a team of world renowned content specialists to design an interactive 3 hour W3C, SCORM compliant eLearning programme and classroom based Train the Trainer programme.

Aurion project managed all aspects of the project from content collation and analysis to Audio Visual production and scripting, as well as supporting a high profile launch event with over 100 attendees.



*"The programme has exceeded our highest hopes, across the board, to the extent it's seen not only as useful to the NI Civil Service as an employer, but as a powerful tool in helping the Government promote social cohesion across Northern Ireland"*  
Ivor Hughes, Diversity Awareness Project Manager  
NI Civil Service

Providing input into the Train the Trainer workshop, Aurion presented trainers with a breakdown of how key interactive elements within the eLearning programme could be used during their classroom led instruction.

### Product features:

The key creative elements of 'Diversity Now' are designed to help the learner to move from a state of unconscious awareness to a conscious understanding of their responsibility in terms of fostering a culture of diversity in working with colleagues and members of the public. Creative elements include;

- Digital Storytelling
- Interactive 'time limited' Quizzes
- Creative Audio Visual Scripting & Production

The Aurion team wrote and produced over 20 minutes of creative Audio Visual scenarios designed to amuse and engage the learner in a way that also provoked thought and reflection helping to move the learner beyond that of traditional 'passive' Learning.

The solution contains a full set of "Train the Trainer" materials for delivery in the classroom setting.

### Client benefits:

Using modern, interactive techniques and multimedia elements, Aurion helped the Civil Service to move from its focus on traditional chalk and talk training to using a truly 21st century digital approach to learning.

The underlying design has ensured smooth deployment of the programme on multiple platforms including CD-Rom, Internet and on the existing Learner Management System, allowing for a maximum target audience reach.

Due to the success of the programme, key policy changes have been made so that all new recruits are now required to complete the programme as part of the induction process.

The educational design of the programme has provided the NI Civil Service with a uniquely psychological and non-threatening approach to dealing with diversity issues.